

fans to share, like, and subscribe to your content.

- f. To save the expense of having team trainers set up your training classes in our limited office space, we suggest offering a customized class for your employees right in your own building.
- g. Because we take pride in our national policy of selling name brands at discount prices, we can allow store credit but we cannot give cash refunds on returned merchandise.

#### 4.2 Conversational but Professional (L.O. 4)

**YOUR TASK** Revise the following to make the tone conversational yet professional.

- a. As per your recent request, the undersigned is happy to inform you that we are sending you forthwith the procedure manuals you requested.
- b. Kindly be informed that it is necessary for you to designate the model number of the appliance before we can submit your order.
- c. BTW, Angela went ballistic when the manager accused her of ripping off office supplies.

ing you a replacement blade PLUS another manual. Next time read page 18 carefully so that you will know how to attach this blade.

- d. Customers are ineligible for the 25 percent discount if they fail to provide the discount code at the time of purchase.
- e. As team leader, you apparently failed to remember that you have already assigned me two gigantic and complex research tasks, and now you have dumped another big job on me—one that I can't possibly begin until after I finish the other two jobs.
- f. We regret to announce that we can offer the 50 percent discount only to the the first 25 buyers, so act quickly!

#### 4.4 Bias-Free Language (L.O. 4)

**YOUR TASK** Revise the following sentences to reduce bias (e.g., gender, racial, ethnic, age, disability).

- a. In 18 or more states, an employee has the right to view his employee record.
- b. Media Moguls hired Charissa Love, an African American, for the position of social media coordinator.